

PRIMARY CARE SUPPORT

J B Russell House
Gartnaval Royal Hospital
1055 Great Western Road
GLASGOW G12 0XH
www.nhsggc.org.uk
lorna.kelly@ggc.scot.nhs.uk
Kerry.Neylon@ggc.scot.nhs.uk

To all GP Practices NHSGGC
4 March 2022

NHS Greater Glasgow & Clyde COVID-19 Community Pathway Update

Dear Colleagues,

Further to the letter of 31 January confirming the intention to step down the Covid Assessment Centre (CAC) arrangements at the end of March, we are writing with further details on this.

The last day of CAC operation will be **Friday 25th March**. After that date practices will no longer be able to refer to the CAC through SCI Gateway for face to face assessment. From Monday 28 March any patients requiring face to face assessment for Covid19 will require arrangements to be made by the practice.

We expect confirmation shortly that the national 111 pathway via the Hub and CACs will also cease at the end of March. While 111 and NHS Inform are available 24 hours a day for general advice, support and signposting including for urgent care, the specific pathway direct to the Hub and CAC would cease and patients be directed to contact their practice if clinical assessment is needed, as with all other conditions. We will share any further national messaging about the 111 pathway when available.

We know that practices have already been managing Covid related calls which have come to the practice for some time now, and many of you have already amended website information and telephone messaging. We would ask that you further review these to ensure that patients are not directed to 111 where they require primary care clinical assessment during core practice hours.

Infection control and respiratory pathway advice remains as per the guidance issued in November 2021 <https://www.nipcm.hps.scot.nhs.uk/winter-2122-respiratory-infections-in-health-and-care-settings-infection-prevention-and-control-ipc-addendum/>. We are conscious that this remains an evolving situation with ongoing changes to testing, isolation guidance and wider community measures with further changes from 21 March; we will share further guidance on any changes to infection control measures and respiratory pathways as and when this is available, along with a further update to the practice 'advice deck' on respiratory pathways.

We would also remind you that if practices expect to incur any additional costs in preparing for this transition, that the Covid19 claims process remains open until the end of March 2022 – please submit any claims as soon as you can via gms.contractteam@ggc.scot.nhs.uk

We would like to thank you once again for your continued support to the Covid pathway and your flexibility and adaptability as the pathway has adjusted over time to meet changing needs and guidance.

Yours sincerely



Kerri Neylon
Deputy Medical Director
For Primary Care

Lorna Kelly
Interim Director of Primary Care